

STATE OF MONTANA JOB VACANCY
AN EQUAL OPPORTUNITY EMPLOYER
DEPARTMENT OF REVENUE
"External Recruitment / Union"

Position Title: Revenue Enforcement Agent (Collector)
Position Number: 58106178
Division: Business and Income Taxes
Bureau: Accounts Receivable and Collections
Grade/Salary: 11 / \$11.26 - \$13.57 / Hourly DOQ
*Training assignment 10/\$10.33 - \$12.43
Type of Employment: Permanent/Full-time
Location: Helena
Union: Yes
Supplement: Yes
Hiring Supervisor: John Cameron
Closing Date: October 6, 2006

Role Summary and Duties: Incumbents are the initial contact for collection of delinquent accounts. This involves researching and analyzing information using a wide variety of enforcement and collection methods to secure repayment of liability to the state. Work often involves high stress situations. Focus is on phone collection activities. Exercises independent judgment to evaluate and plan collection strategies on a "case by case" basis to obtain payment from debtors; determines financial and credit availability for payment of debt for employers, individuals, and corporations; contacts customers (primarily by phone) and uses other means of communications such as letters and email to resolve customer's liability with the State of Montana; monitors accounts as needed to ensure customers comply with payment arrangements; and records and maintains on-line data on the department's system for all collection activities and debtor contacts as a record of collection activity.

Competencies: Knowledge of general debt collection practices, theories and strategies and basic knowledge of accounting theory and practice. Ability to quickly research multiple data bases and information to identify liability amount(s), employers, address, phone numbers, etc.; to make decisions and determine appropriate methods of collection activities; to manage a complex and heavy workload, sometimes with conflicting priorities; to maintain composure in adversarial confrontations and situations; to maintain confidentiality of all records and transactions; to prioritize activities; and to handle multiple projects. Requires good oral and written communication skills. Experience in telephone collections with a working knowledge of effective techniques of negotiation or persuasion are desired.

Education and Experience: The above competencies are typically acquired through a combination of education and experience equivalent to graduation from high school, college-level accounting course work, and three years of investigative debt collection experience including credit/finance work. Other combinations of education and experience that could provide these knowledge, skills and abilities will be evaluated on an individual basis.

***Training Assignment:** If applicants for this position do not meet the minimum qualifications, a training assignment at grade 10 may be used. The training assignment will typically be for one year or until the training assignment, requirements have been met.

Application Deadline: All application materials must be received by 5:00 PM on the closing date. Application materials may be sent directly to:

Human Resources
Department of Revenue
PO Box 1712
Helena, MT 59604

Applications submitted to a Job Service Office must be date stamped by the closing date. If you choose to fax your application, you will need to call to verify all pages are legible. **Late, unsigned or incomplete applications**

will not be considered. This job announcement and the Montana State application form can be found on the Internet at <http://employmontana.com>. Phone: (406) 444-2972 / (406) 444-9831 Fax: (406) 444-6998.

Application and Selection Process: Possession of required competencies may be measured through an evaluation of some or all of the following: education and experience, the Montana state application form and application supplement, a structured oral interview, resume, performance test, written examination, and previous performance appraisals and/or reference checks. The applicants who appear to best meet the qualifications for this position may be selected for a structured interview. If applicants for this position do not meet the minimum qualifications, a training assignment may be considered.

Application materials required for this position are:

1. A completed State of Montana Application. State of Montana application forms are now available on the Internet at <http://employmontana.com>.
2. Answers to the supplement questions (see attached).
3. Applicants claiming the Veteran's or Handicapped Person's Employment Preference (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials by the closing date. The required documentation includes a DD-214 or PHHS Certification of Disability form.

Failure to submit completed application materials will result in the application being rejected. Late applications will also be rejected. Please note: unsolicited information/materials submitted as part of an application will not be passed on to the hiring authority.

Accommodations: The State of Montana makes reasonable accommodations for any known disability that may interfere with an applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For the state to consider any such accommodation, the applicant must make known any needed accommodation. (Telecommunications Device for the Deaf – TDD 406-444-2830)

Background Check: Applicants will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.

Other Eligibility Requirements: Applicants must be in compliance with all appropriate Montana tax laws. Specifically, your tax filings must be current and arrangements made to pay any outstanding tax liabilities before any offer of employment can be made.

Union: These positions are covered by a union contract, which requires the applicants be selected for this position based on qualifications, ability and seniority. The successful applicant(s) will be required to join the bargaining unit and either pay dues or a representation fee.

New Employee Probation Status: For employees new to state government, final confirmation will be made following a six-month performance appraisal/probationary employment period.

Immigration Reform Control Act. In compliance with the immigration Reform Control Act, Public Law 99-603, the successful applicant will be required to provide documentation showing lawful authorization to work in the United States within three days of hire.

Montana Compliance with Military Selective Service Act. In accordance with the Montana Compliance with Military Selective Service Act, the person selected for state employment must produce documentation showing compliance with the Federal Military Selective Service Act. Examples of this documentation include a registration card issued by Selective Service, a letter from Selective Service showing a person was not required to register, or information showing by a preponderance of evidence that a person's failure to register with Selective Service was not done knowingly or willfully.

**Department of Revenue
Supplement Questions**

Position Number: 58106178
Position Title: Revenue Enforcement Agent (Collector)
Application Deadline: October 6, 2006

Instructions: Please complete the following supplement questions. Please put your name and the position number for which you are applying on the top of each page. Your responses must be printed clearly or typed on standard paper. Your responses may be used to evaluate your written communication skills. Your supplement answers may be reviewed separately from other selection material required (application and/or resume).

1. Describe to us what you consider good work ethics. How do you apply these work ethics in your daily work routine?
2. Please tell us why you are interested in this job and what makes you the best candidate to fill this position. Include knowledge, skills, experience, past employment, education, etc. Please explain how the information you have provide on the application relates to this position.